

# **COMPLAINT DISPOSITION SUMMARY November 18, 2010**

	<u>YTD November 2010</u>	<u>YTD November 2009</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>
<b>Complaints Received</b>	130	129	129	128	99	82	192
<b>Complaint Dispositions</b>	<u>83</u>	<u>123</u>	<u>123</u>	<u>118</u>	<u>138</u>	<u>97</u>	<u>97</u>
<b>Disposition Breakdown</b>							
No Action/Dismissed	34	30	30	42	37	57	57
Letter of Counsel*	19	21	21	24	12	14	14
Letter of Warning*	5	4	4	6	23	22	22
Private Reprimand*	2	23	23	17	3	23	23
Public Actions*:							
Reprimand	4	7	7	18	1	4	4
Suspension	2	39	39	1	1	5	5
Revocation	4	27	27	32	3	6	6
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	5	62	62	29	8	25	25
Administrative Fine**	3	63	63	31	8	34	34
<b>Follow-Up Actions</b>							
Non-Compliance Suspensions	2	0	0	0	13	13	8

\* **Disciplinary Actions May Involve Multiple Complaints in One Settlement Order**

\*\* **Included in Private Reprimands and Public Disciplinary Actions**